

7 Apr 1983  
OS REGISTRY  
FILE ADS-1

MEMORANDUM FOR: Chief, Logistics Services Division/OL  
FROM: Chief, Policy and Plans Group  
Office of Security  
SUBJECT: Logistics Support  
REFERENCE: Your memorandum, same subject, dated 15 March 1983

Forwarded herewith are Office of Security comments in response to your questionnaire on logistics support. They were prepared by representatives of the Office of Security's Directorate for Policy and Plans and Directorate for Personnel Security and Investigations. A third response, prepared by our Directorate for Physical, Technical and Area Security (PTAS) is not forwarded herewith, but is summarized below.

PTAS answered all questions were answered "yes", "excellent" or "good", except for the following areas:

- ° Space Maintenance and Facilities Branch reportedly "takes weeks" to get work started after requests are submitted.
- ° There is generally a poor choice of paint colors. Most are somber, dull, monotonous and not conducive to a cheerful work environment.
- ° [redacted] Building (upstairs) needs a food preparation area and a sink. Dishes are presently being washed in the mop sink or in the lavatories.
- ° One respondent reacted very negatively to the statuary in the front entrance of the Headquarters Building. He felt it was in poor taste.

Attachment

Distribution

Orig - Adse

① - OS Registry

1 - PPG Chrono

OS/P&M/PP [redacted] al (6 Apr 83)

OS 3 0714/A

## ROUTING AND RECORD SHEET

OS REGISTRY  
FILE ASS-1

SUBJECT: (Optional)

Logistics Support

FROM:

PPG  
4E-70, Hdqs.

EXTENSION

NO.

DATE

17 March 1983

TO: (Officer designation, room number, and building)

DATE

OFFICER'S  
INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. C/Ops/PSI  
4E-58, Hdqs.Received  
3/29/832. C/Ops/PTAS  

Please answer for your Directorate in completion of the attached questionnaire. Separate returns will be forwarded for each Directorate, and PPG will respond for P&amp;M.

DEADLINE: COB 28 March 1983

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15 March 1983

MEMORANDUM FOR: Policy and Plans Group, Office of Security

FROM:

Chief, Logistics Services Division, OL

SUBJECT: Logistics Support

1. The Logistics Services Division, Office of Logistics (LSD/OL), provides a full realm of services necessary for Agency employees to conduct their daily activities. Consequently, the efficiency of those employees, and that of their components as a whole, is impacted by the quality of support provided by LSD. We are confident that our resources are guided in the right direction in most cases and that they are being used to maximum advantage in providing logistical support to a wide range of Agency personnel. In some cases, however, it has been difficult to determine the perceptions of those we support, inasmuch as there are few mechanisms available for obtaining meaningful feedback from a large cross-section of the Agency's population. To this end, a comprehensive questionnaire has been devised which will not only provide an overall assessment of our service, but will help us identify specific problem areas as well.

2. We are seeking your help in the effort by requesting you to fill out the attached questionnaire candidly, and by being as specific as possible in citing any problems encountered with LSD service. The questionnaire encompasses most LSD responsibilities but references to some areas have been avoided, space allocations for example, because problems in these areas cannot be resolved through any unilateral action on our part.

3. If you have any questions, please give me a call on extension . Additional questionnaires have been provided in the event that other personnel in your components would want their observations considered. All questionnaires should be returned to me no later than 31 March 1983. Thanks for your help.

## ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Logistics Support

FROM:

PPG

4E-70, Hdqs.

EXTENSION

NO.

DATE

17 March 1983

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1.

C/Ops/PSI

4E-58, Hdqs.

2.

C/Ops/PTAS

3.

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PPG/Mr.

4E-70 Headquarters

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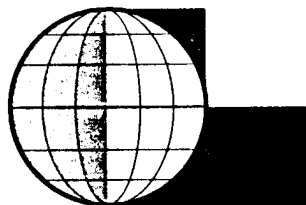
Please answer for your Directorate in completion of the attached questionnaire. Separate returns will be forwarded for each Directorate, and PPG will respond for P&M.

DEADLINE: COB 28 March 1983

2 to 3: I would like to rate these questions 7

3 to 7: I toured this through the various components and put all the answers on this one questionnaire and they were substantially in agreement.

ADD: The Sculpture in front Lobby Hqs Bldg should be removed - it's out of place - disgusting. Should be in old folks home -



# **Logistics Services Division Support Questionnaire**

**Logistics Services Division**  
**Office of Logistics**

**Logistics Support Questionnaire**

**1. Supplies**

a. Does your component feel that the building's supply store is adequately stocked?

☒ YES

☐ NO

b. If not, what items are frequently out of stock? \_\_\_\_\_

c. Are the personnel on duty at the Supply Room counter courteous and helpful?

☐ YES

☐ NO

d. How do you rate LSD's level of service in the supply area?

☐ Excellent

☒ Good

☐ Fair

☐ Poor

e. Comments: \_\_\_\_\_

**2. Internal & External Relocations (Office Moves)**

a. Has your component requested the service of LSD for relocations of any kind within the past year?

☐ YES

☐ NO

b. If yes, were the moves in:

☐ Headquarters

☒ External Buildings

☐ Both

c. Were the moves made efficiently and were they started and completed on schedule?

☒ YES

☐ NO

d. If not, what types of problems were encountered? \_\_\_\_\_

e. Were the LSD employees who performed the service courteous and helpful?

☒ YES

☐ NO

f. How do you rate this service?

☐ Excellent

☒ Good

☐ Fair

☐ Poor

g. Comments: \_\_\_\_\_

### 3. Classified Trash Pickup & Disposal

a. Does your component require the pickup of classified trash in outlying buildings?

☒ YES

☐ NO

b. If so, is the service always on schedule?

☒ YES

☐ NO

c. Does your component encounter any problems with classified trash chutes in the Headquarters Building?

☐ YES

☒ NO

d. If so, what are the major complaints? \_\_\_\_\_

e. How do you rate the service/overall?

☐ Excellent

☒ Good

☐ Fair

☐ Poor

f. Comments: \_\_\_\_\_

### 4. Mail Distribution

a. Does your component consider the mail system to be reliable and efficient?

☒ YES

☐ NO

b. If not, what are the major sources of complaints? \_\_\_\_\_

\_\_\_\_\_

c. Is your mail received in good condition?

☒ YES ☐ NO

d. Are the couriers courteous and helpful?

☒ YES ☐ NO

e. Overall, how do you rate the mail system in terms of efficiency, service, personnel, etc.?

☒ Excellent ☐ Good ☐ Fair ☐ Poor

f. Comments: \_\_\_\_\_

\_\_\_\_\_

## 5. Vehicle Maintenance & Shuttle Service

a. Do personnel in your component feel that the Agency's bus and van shuttles are consistently on schedule?

☒ YES ☐ NO

b. Do they feel that the shuttle schedules are adequate for meeting their requirements?

☒ YES ☐ NO

c. How do they rate the condition of the vehicles?

☐ Exceptionally clean ☐ Clean ☐ Average ☐ Dirty

d. In general, are the vehicle operators considered to be courteous and helpful?

☒ YES ☐ NO

e. Are personnel in your component comfortable with the driving habits of the vehicle operators?

☒ YES ☐ NO

f. Does your component have vehicles that are maintained by the Motor Pool Branch?

☒ YES ☐ NO

g. Are they maintained according to schedule?

☒ YES ☐ NO



h. Is your component satisfied with the quality of mechanical service?

☒

YES

☐

NO

i. Has your component required the services of a chauffeur/driver within the past year?

☐

YES

☒

NO

j. Did the chauffeur/driver perform the service as well as expected?

☐

YES

☐

NO

k. How do you rate the overall performance of the Motor Pool Branch?

☐

Excellent

☒

Good

☐

Fair

☐

Poor

l. Comments: \_\_\_\_\_

## 6. Architectural Design

a. Has your component required any architectural design for renovations, alterations, etc., during the past year?

☒

YES

☐

NO

b. If so, was the service performed in a timely fashion?

☒

YES

☐

NO

c. Was the quality of the design work satisfactory?

☒

YES

☐

NO

d. How do you rate the service, in terms of satisfaction with both the quality of work and the response time?

☒

Excellent

☐

Good

☐

Fair

☐

Poor

e. Comments: \_\_\_\_\_

## 7. Renovations and Alterations

a. Have you called upon the Space Maintenance & Facilities Branch (SM & FB) for service during the past year?

☒

YES

☐

NO

b. If so, did the requirement involve:

☐

Major renovations

☒

Minor work

☐

Trouble calls

☐

Other

c. Were you generally satisfied with the response time?

☐ YES ☒ NO

d. Was the work done efficiently and with a high degree of expertise?

☒ YES ☐ NO

e. Are you generally satisfied with the condition of your office environment, in terms of paint, carpeting, etc.?

☒ YES ☐ NO

f. If not, of what specific problems are you aware? \_\_\_\_\_

\_\_\_\_\_

g. How do you rate SM & FB's level of performance?

☐ Excellent ☐ Good ☒ Fair ☐ Poor

h. Comments: Requested work takes weeks  
before it is begun.

## 8. Executive Dining Room

a. In your estimation, what percentage of your component's eligible employees use the Executive Dining Room (EDR) on a regular basis?

\_\_\_\_\_ %

b. Are they satisfied with the menu selection?

☐ YES ☐ NO

c. How do they rate the quality of service?

\_\_\_\_\_ % Excellent; \_\_\_\_\_ % Good; \_\_\_\_\_ % Fair; \_\_\_\_\_ % Poor

d. How do they rate the quality of food?

\_\_\_\_\_ % Excellent; \_\_\_\_\_ % Good; \_\_\_\_\_ % Fair; \_\_\_\_\_ % Poor

e. How do they rate the environment? (cleanliness, decor, etc.)

\_\_\_\_\_ % Excellent; \_\_\_\_\_ % Good; \_\_\_\_\_ % Fair; \_\_\_\_\_ % Poor

f. Overall, how do they rate the EDR in terms of menu selection and quality of food and service against prices charged?

\_\_\_\_\_ % Excellent; \_\_\_\_\_ % Good; \_\_\_\_\_ % Fair; \_\_\_\_\_ % Poor

g. Comments: \_\_\_\_\_

**9. Interior Design**

- a. Is your component satisfied with the product/service information and advice as provided by the Interior Design Consultant (IDC/LSD) ?

☒ YES☐ NO

- b. Are the special design solutions as planned by the IDC helpful to your component?

☒ YES☐ NO

- c. Are the consulting services of the IDC useful to your component?
- N/A*

☐ YES☐ NO

- d. Do the choices in colors and styles of carpet, furniture, draperies, and painted doors offer sufficient variety to obtain a cheerful, but practical, work environment?

☐ YES☒ NO

- e. As limited as the Fine Arts Commission's selections are, does your component feel that the IDC is responsive in showing available holdings?
- ~~NO~~

☒ YES☐ NO

- f. Generally, how do you rate LSD in the area of interior design?

☐ Excellent☐ Good☐ Fair☒ Poor

*There ARE MANY PUBLISHED STUDIES ON THE PSYCHOLOGICAL RESPONSES OF HUMANS TO VARIOUS COLORS. THE USE OF DULL, MONOCHROMATIC, NOBODIOUS, DROMBER COLORS HAS A PREDICABLE DEPRESSIVE EFFECT ON EMPLOYEE PRODUCTIVITY AND MORALE. — EFFICIENT, PROFIT-MAKING COMPANIES USE ENERGETIC COLORS AND PROMOTE CHEERFUL ENVIRONMENTS. WHY? BECAUSE IT PAYS.*

**g. Comments:****10. Headquarters Parking**

- a. Are the employees in your component satisfied, for the most part, with the parking conditions on the Headquarters compound?

☐ YES☐ NO

- b. Do they find the annual allocation of permits fair and equitable?

☐ YES☐ NO

- c. If either of the above are negative responses what, specifically, is the cause of their dissatisfaction? \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

- d. Have viable alternatives been suggested by them?

☐ YES ☐ NO

- e. All things considered, i.e., medical parking, carpools, visitor parking, limited space, etc., how do you rate LSD's administration of the parking program?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

- f. Comments: \_\_\_\_\_
- \_\_\_\_\_

## 11. Vending Machines

- a. Are vending machines in your area generally well stocked?

☐ YES ☐ NO

- b. Are microwave ovens and other pieces of equipment well maintained?

☐ YES ☐ NO

- c. Are snack bars clean and orderly?

☐ YES ☐ NO

- d. How do you rate the vending service & snack bar areas?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

- e. Comments:

*Some disagreement here - some food (candy) is stale - machines are always with cleaning is done on rotation by our own staff - quickly*

*We desperately need a food area w/ a sink - we have a microwave oven & a refrigerator in an unventilated closet - must wash our dishes in the mop sink on in the laundry.*

## 12. Headquarters Building Maintenance & Operation

- a. Do you find the cleanliness of offices, corridors, and public areas up to your level of expectations?

☐ YES ☐ NO

- b. Are your office areas cleaned on a regular schedule?

☒ YES ☐ NO

c. How do you rate the custodial force?

☐ Excellent ☒ Good ☐ Fair ☐ Poor

d. Are the office areas of your component comfortably heated and cooled, considering energy restrictions in force?

☒ YES ☐ NO

e. How do you rate the condition of the compound's grounds and roadways?

☒ Excellent ☐ Good ☐ Fair ☐ Poor

f. Overall, how do you rate the maintenance and operation of the Headquarters building?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

g. Comments:

~~The lack of modest kitchen facilities is really quite a problem. A place with a sink and water, and ventilation, is a minimum requirement. There is no place to eat in the building and most people brown bag it, with considerable use of microwave and~~

13. Please use this space to make any observations you choose. If they are pertinent to questions above, cite question number in your response.

The lack of modest kitchen facilities is really a problem. A place with a sink and running water, plus ventilation, would help a lot and there is a closet which could be adapted. There is no place to eat in the building and most people brown-bag it, with considerable use of microwave oven and refrigerator--and of the mop sink and lavatories for dish-washing. [ ] has been approached informally on the subject, and it just might be that they would at least share the cost if they perceived that it saved plumbing repair (food gets into the drains) and enhanced the value of the building.

Completed by: \_\_\_\_\_ Component: \_\_\_\_\_

Title: \_\_\_\_\_ Room Number: \_\_\_\_\_

Extension: \_\_\_\_\_

ILLEGIB

**Logistics Services Division**  
**Office of Logistics**

**Logistics Support Questionnaire**

**1. Supplies**

a. Does your component feel that the building's supply store is adequately stocked?

☐ YES

☒ NO

b. If not, what items are frequently out of stock? Writing paper,  
bond paper, Manila envelopes, 3x5 cards

(F)

c. Are the personnel on duty at the Supply Room counter courteous and helpful?

☒ YES

☐ NO

d. How do you rate LSD's level of service in the supply area?

☐ Excellent

☒ Good

☐ Fair

☐ Poor

e. Comments: \_\_\_\_\_

**2. Internal & External Relocations (Office Moves)**

a. Has your component requested the service of LSD for relocations of any kind within the past year?

☒ YES

☐ NO

b. If yes, were the moves in:

☒ Headquarters

☐ External Buildings

☐ Both

c. Were the moves made efficiently and were they started and completed on schedule?

☒ YES

☐ NO

d. If not, what types of problems were encountered? \_\_\_\_\_

\_\_\_\_\_

e. Were the LSD employees who performed the service courteous and helpful?

☒ YES

☐ NO

f. How do you rate this service?

☐ Excellent

☒ Good

☐ Fair

☐ Poor

g. Comments: \_\_\_\_\_

\_\_\_\_\_

### 3. Classified Trash Pickup & Disposal

a. Does your component require the pickup of classified trash in outlying buildings?

☐ YES

☒ NO

b. If so, is the service always on schedule?

☐ YES

☐ NO

c. Does your component encounter any problems with classified trash chutes in the Headquarters Building?

☒ YES

☒ NO

d. If so, what are the major complaints? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

e. How do you rate the service overall?

☒ Excellent

☐ Good

☐ Fair

☐ Poor

f. Comments: \_\_\_\_\_

\_\_\_\_\_

### 4. Mail Distribution

a. Does your component consider the mail system to be reliable and efficient?

☒ YES

☐ NO

b. If not, what are the major sources of complaints? \_\_\_\_\_

c. Is your mail received in good condition?

☒ YES

☐ NO

d. Are the couriers courteous and helpful?

☒ YES

☐ NO

e. Overall, how do you rate the mail system in terms of efficiency, service, personnel, etc.?

☐ Excellent

☒ Good

☐ Fair

☐ Poor

f. Comments: \_\_\_\_\_

## 5. Vehicle Maintenance & Shuttle Service

a. Do personnel in your component feel that the Agency's bus and van shuttles are consistently on schedule?

☒ YES

☐ NO

b. Do they feel that the shuttle schedules are adequate for meeting their requirements?

☒ YES

☐ NO

c. How do they rate the condition of the vehicles?

☐ Exceptionally clean

☒ Clean

☐ Average

☐ Dirty

d. In general, are the vehicle operators considered to be courteous and helpful?

☒ YES

☐ NO

e. Are personnel in your component comfortable with the driving habits of the vehicle operators?

☒ YES

☐ NO

f. Does your component have vehicles that are maintained by the Motor Pool Branch?

☒ YES

☐ NO

g. Are they maintained according to schedule?

☒ YES

☐ NO



h. Is your component satisfied with the quality of mechanical service?

☒ YES ☐ NO

i. Has your component required the services of a chauffeur/driver within the past year?

☐ YES ☒ NO

j. Did the chauffeur/driver perform the service as well as expected?

☐ YES ☐ NO

k. How do you rate the overall performance of the Motor Pool Branch?

☐ Excellent ☒ Good ☐ Fair ☐ Poor

l. Comments: \_\_\_\_\_

## 6. Architectural Design

a. Has your component required any architectural design for renovations, alterations, etc., during the past year?

☒ YES ☐ NO

b. If so, was the service performed in a timely fashion?

☒ YES ☐ NO

c. Was the quality of the design work satisfactory?

☒ YES ☐ NO

d. How do you rate the service, in terms of satisfaction with both the quality of work and the response time?

☒ Excellent ☐ Good ☐ Fair ☐ Poor

e. Comments:

*(main contact) has an excellent attitude, was a pleasure to work with and satisfactory representative for our needs.*

## 7. Renovations and Alterations

a. Have you called upon the Space Maintenance & Facilities Branch (SM & FB) for service during the past year?

☒ YES ☐ NO

b. If so, did the requirement involve:

☐ Major renovations ☐ Minor work ☐ Trouble calls ☒ Other

c. Were you generally satisfied with the response time?

☒ YES ☐ NO

d. Was the work done efficiently and with a high degree of expertise?

☒ YES ☐ NO

e. Are you generally satisfied with the condition of your office environment, in terms of paint, carpeting, etc.?

☒ YES ☐ NO

f. If not, of what specific problems are you aware? \_\_\_\_\_

\_\_\_\_\_

g. How do you rate SM & FB's level of performance?

☐ Excellent ☒ Good ☐ Fair ☐ Poor

h. Comments: \_\_\_\_\_

\_\_\_\_\_

## 8. Executive Dining Room

a. In your estimation, what percentage of your component's eligible employees use the Executive Dining Room (EDR) on a regular basis?

1 %

b. Are they satisfied with the menu selection?

☒ YES ☐ NO

c. How do they rate the quality of service?

\_\_\_\_ % Excellent; \_\_\_\_ % Good; \_\_\_\_ % Fair; \_\_\_\_ % Poor

d. How do they rate the quality of food?

\_\_\_\_ % Excellent; \_\_\_\_ % Good; \_\_\_\_ % Fair; \_\_\_\_ % Poor

e. How do they rate the environment? (cleanliness, decor, etc.)

\_\_\_\_ % Excellent; \_\_\_\_ % Good; \_\_\_\_ % Fair; \_\_\_\_ % Poor

f. Overall, how do they rate the EDR in terms of menu selection and quality of food and service against prices charged?

\_\_\_\_ % Excellent; \_\_\_\_ % Good; \_\_\_\_ % Fair; \_\_\_\_ % Poor

g. Comments: \_\_\_\_\_

## 9. Interior Design

a. Is your component satisfied with the product/service information and advice as provided by the Interior Design Consultant (IDC/LSD) ?

☒ YES

☐ NO

b. Are the special design solutions as planned by the IDC helpful to your component?

☒ YES

☐ NO

c. Are the consulting services of the IDC useful to your component?

☒ YES

☐ NO

d. Do the choices in colors and styles of carpet, furniture, draperies, and painted doors offer sufficient variety to obtain a cheerful, but practical, work environment?

☒ YES

☐ NO

e. As limited as the Fine Arts Commission's selections are, does your component feel that the IDC is responsive in showing available holdings?

☒ YES

☐ NO

f. Generally, how do you rate LSD in the area of interior design?

☐ Excellent

☒ Good

☐ Fair

☐ Poor

g. Comments: Pleased with the services

## 10. Headquarters Parking

a. Are the employees in your component satisfied, for the most part, with the parking conditions on the Headquarters compound?

☒ YES

☐ NO

b. Do they find the annual allocation of permits fair and equitable?

☒ YES

☐ NO

- c. If either of the above are negative responses what, specifically, is the cause of their dissatisfaction? \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

- d. Have viable alternatives been suggested by them?

☐ YES

☐ NO

- e. All things considered, i.e., medical parking, carpools, visitor parking, limited space, etc., how do you rate LSD's administration of the parking program?

☐ Excellent

☒ Good

☐ Fair

☐ Poor

- f. Comments: \_\_\_\_\_
- \_\_\_\_\_

## 11. Vending Machines

- a. Are vending machines in your area generally well stocked?

☒ YES

☐ NO

- b. Are microwave ovens and other pieces of equipment well maintained?

☒ YES

☐ NO

- c. Are snack bars clean and orderly?

☒ YES

☐ NO

- d. How do you rate the vending service & snack bar areas?

☐ Excellent

☒ Good

☐ Fair

☐ Poor

- e. Comments: \_\_\_\_\_
- \_\_\_\_\_

## 12. Headquarters Building Maintenance & Operation

- a. Do you find the cleanliness of offices, corridors, and public areas up to your level of expectations?

☐ YES

☒ NO

- b. Are your office areas cleaned on a regular schedule?

☐ YES

☒ NO

c. How do you rate the custodial force?

☐ Excellent

☐ Good

☒ Fair

☐ Poor

d. Are the office areas of your component comfortably heated and cooled, considering energy restrictions in force?

☒ YES

☐ NO

e. How do you rate the condition of the compound's grounds and roadways?

☒ Excellent

☐ Good

☐ Fair

☐ Poor

f. Overall, how do you rate the maintenance and operation of the Headquarters building?

☐ Excellent

☒ Good

☐ Fair

☐ Poor

g. Comments:

13. Please use this space to make any observations you choose. If they are pertinent to questions above, cite question number in your response.

12- Empty office trash and vacuum  
after office hours.  
Vacuum offices at least once  
each week.

Wash windows more often.

STAT

Completed

Component:

DDA/OS/PST

Title:

C/Ops/PST

Room Number:

4E58

Extension

STAT

## ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Logistics Support

FROM:

PPG

4E-70, Hdqs.

EXTENSION

NO.

DATE

17 March 1983

TO: (Officer designation, room number, and building)

DATE

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. C/Ops/PSI  
4E-58, Hdqs.

RECEIVED

FORWARDED

Please answer for your Directorate in completion of the attached questionnaire. Separate returns will be forwarded for each Directorate, and PPG will respond for P&M.

2. C/Ops/PTAS

3.

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DEADLINE: COB 28 March 1983